



Complaints Performance & Annual Update

2025/26



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Our customer's complaints give us real insight into where our services could be improved, and help us better understand people's experiences to identify where we can learn and make positive improvements. Making our complaints service accessible is seeing the complaints we receive reflecting a wider range of customer experiences. We remain committed to responding with empathy, openness, and accountability, constantly striving to do better. By acting on what our customers tell us, communicating openly and focusing on learning, we are making meaningful improvements to our services that provide better outcomes for everyone.



Amanda
Newton
Board Member
Responsible for Complaints

2025/26 OVERVIEW

The year in numbers

276

Formal complaints
processed

214 Stage 1 / 62 Stage 2

395

Service requests

212

Customer
compliments



100%

Responses within required timescales,
including agreed extensions.



BOARD RESPONSE

Introduction

As the Board of Peaks & Plains Housing Trust, we take responsibility for overseeing complaints performance and ensuring that lessons from complaints lead to sustained improvements in service delivery. We recognise the impact on customers when services fall short and are committed to holding the Trust to account for fair, transparent and effective services

The Trust's 2025/26 Landlord Performance Report and Annual Self-Assessment demonstrate how we have followed the Housing Ombudsman's Complaint Handling Code, and our commitment to delivering a customer-focused complaints service.

We are taking this seriously and are using the findings of the report to strengthen our services, improve accountability and ensure customers receive clearer, more timely updates.

In response to the report's findings, the Trust has remained focused on the following actions to improve complaint handling and the wider service delivery:

- **Listening to customers** and ensuring concerns are taken seriously and acted upon.
- **Improving customer services**, repairs and complaint handling, helping to manage increasing demand and more complex customer issues.
- **Learning from complaints** and Housing Ombudsman Service determinations to improve services and prevent issues from recurring.
- **Completing all Housing Ombudsman Service orders** and recommendations from complaints determinations within the required timescales.
- **Using customer feedback**, Scrutiny Panels, the Customer Challenge Group and satisfaction surveys to identify opportunities for improvement.
- **Sharing lessons learnt** across the Trust through monthly review meetings and regular service improvement activities.
- **Running complaints training** for new complaints handlers and refresher complaints training courses.
- **Supporting vulnerable customers** by maintaining an accessible complaints process and providing reasonable adjustments where appropriate.



The report records nine findings across five determinations.

Four findings were classed as maladministration, including two severe maladministration findings, within one complaint and two service failures within another, giving an overall maladministration rate of 44%. Five findings recorded no maladministration. The Board notes the seriousness of two severe findings, while also recognising that all ten Ombudsman orders due within three months were completed within the required timescale.

The Trust continues to operate in a challenging environment, with competing demands placing pressure on staff, services and resources. These pressures do not excuse service failures or lessen their impact on customers' wellbeing; they reinforce the need for clear priorities, effective oversight and prompt action when standards are not met.

That is why the Trust remains focused on improving customer experience at every point of contact, whether customers are speaking with our Customer Service Team, raising a complaint, or having works done by our repairs operatives.

We recognise that further improvement is needed, particularly in responsive repairs, customer communications and meeting customer expectations. The Trust will focus on giving customers clear, realistic information about what action will be taken, who is responsible and when they can expect it to be completed.



100%

of the ten Housing Ombudsman orders due within the three-month period were completed on time.

The severe maladministration findings recorded in the Landlord Performance Report is currently under review by the Housing Ombudsman Service. Irrespective of the review outcome, the finding is disappointing and reinforces the importance of delivering services consistently, communicating clearly and responding quickly when things go wrong.

*The Trust's overall maladministration rate was **44%**, compared with **60%** for landlords of a similar size and **62%** for housing associations nationally.*

Its maladministration findings per 1,000 homes were also below the relevant size and type medians. However, the small number of determinations means these comparisons must be treated with caution, and the Board remains focused on the individual service failures and their impact on customers.

Looking ahead, the Trust has restructured its operational teams to strengthen safety, compliance and service delivery.

A single Trust-wide delivery team will provide a more consistent and customer-centred approach to repairs, servicing, voids and investment works. The Board will monitor whether this change delivers demonstrable improvements in responsive repairs, the quality of customer communications and the management of damp and mould.

We would like to thank our customers for their feedback and support, our Customer Challenge Group for their valuable scrutiny of our service, and our dedicated colleagues for their continued commitment to supporting our customers.

As a Board, we will continue to hold the Trust to account, learning from complaints and evidencing sustained improvements in the reliability, responsiveness and customer focus of its services.



COMPLAINTS

About our complaints service

This report provides details on activity relating to complaints and compliments that the Trust has dealt with in the financial year 2025/26. It describes the Trust's response and outcomes to these cases, including Housing Ombudsman Service (HOS) determinations.



The Complaints Team is managed by the Customer Voice and Communications Manager, who is supported by two Customer Complaint Coordinators. The Coordinators role is to ensure the smooth running of all complaint cases, including liaising with staff, customers, logging lessons learnt from complaints and quality checking all responses before being sent to customers.

Throughout the year, the Complaints Team provides refresher training for staff and trains new complaints handlers across the Trust. The training covers the complaints process, the Housing Ombudsman's Complaint Handling Code, and how to log and track complaints in Open Housing our Housing Management System.

The Complaints team have also produced a series of instructional videos for staff to show how to log service requests, contacts, compliments and complaints on our Housing Management system.

Our purpose is to...



Be a great landlord



Be a resilient organisation



Create great places to live

Why complaints are so important

Customer complaints are a vital source of insight for the Trust, enabling us to listen, learn, and improve the services we provide.

During 2025/26, the feedback received through complaints has proven invaluable in helping us identify areas of strength, highlight where we have fallen short, and make meaningful changes to address the root causes of dissatisfaction.

Our commitment to treating complaints seriously, learning from each case, and acting on that learning has driven improvements across multiple service areas.

This report outlines the actions taken during the year to strengthen complaint handling, and the improvements made because of the valuable feedback received from our customers.

In autumn 2025, a customer Scrutiny Panel reviewed the complaints process and policy with a focus on customer communications and repairs job completion timelines. The recommendations from the panel were approved by the Trust's Board in March 2026, and delivery of the associated action plan is now underway and on track.

This work is intended to improve customer experience, service delivery and an understanding of the complaints process.





OUR PERFORMANCE

The numbers

Overall, we have seen a slight decrease in the number of complaints received in 2025/26 when compared to 2024/25 but an increasing trend in numbers received per month over the year.

During the second half of the year, we have seen an increase in the complexity of complaints from many customers with the use of AI to assist them, this rising complexity of complaints is being seen throughout the sector. There has been a decrease in compensation paid in relation to complaints.

During 2025/26, we achieved 100% compliance with our Key Performance indicators (KPIs) for responding to complaints within the target timescales, demonstrating a strong commitment to timely and effective complaint handling.

This report provides an overview of complaints received and resolved over the year; looking at the themes and trends emerging from complaints data and outlines how we have responded to these through service improvements. It also sets out our priorities for strengthening our complaints handling further in the year ahead.

214

Stage 1
(investigation)

62

Stage 2
(Review)

395

Service requests



671

Complaints and service requests processed in 2025/26

The number of complaints processed in 2025/26 was 276 alongside 395 service requests, giving a combined total of 671.

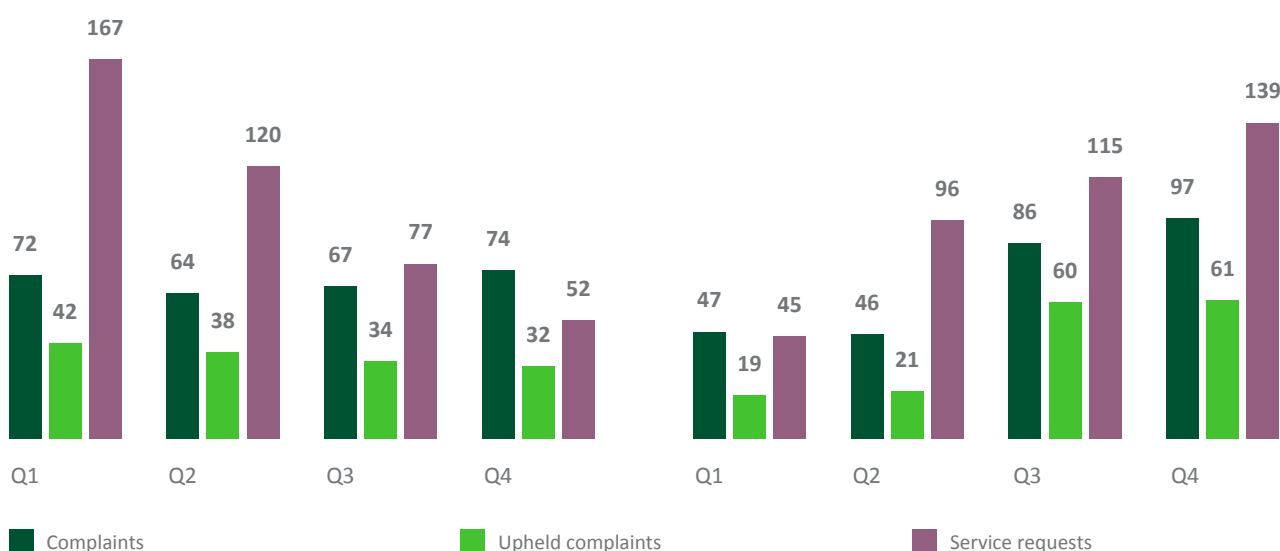
Whilst this appears broadly similar to the 2024/25 figure of 693 (which included complaints and ‘quick fixes’), these figures are not directly comparable.

This is because the Housing Ombudsman Service phased out informal ‘quick fixes’ from the 1 April 2025, replacing them with a clearer distinction between formal complaints and service requests on a like-for-like basis.

Quarterly activity

2024/25

2025/26



100%

of complaints responded to within timescales including code-compliant extensions

During 2025/26 all complaints received were responded to within the required timescales including instances where extensions were applied in line with the Housing Ombudsman's Complaint Handling Code.

A total of **66 extensions** were used over the course of the year. At Stage 1 (Investigation) **43 complaints** required extensions, of which **12 required** a second extension.

At Stage 2 (Review) **23 complaints** were extended, of which **7 of these** required a second extension.

The application of these extensions ensured all responses were compliant with regulatory timeframes. **The primary reason for extensions being necessary was the need to investigate additional issues that emerged during the complaint process, and the complexity of the case.**



COMPLAINTS PERFORMANCE

Compensation & root causes

Compensation

TOTAL PAID IN 2025/26

£39,370.27

2024/25



£48,277.94



£4,170

Highest single compensation award in 2025/26. A complex case involving multiple improvement works.



£8,426

Highest single compensation award in 2024/25. Multiple complaints about property design, condition, fire safety and outstanding repairs.



The Repairs Team

received the most complaints. The team also has more customer interactions than other teams as it carries out allocated works.

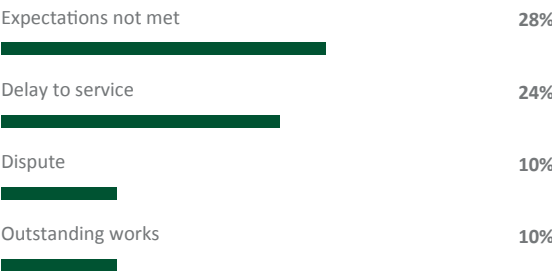
But they also receive the most compliments.

Root causes of complaints

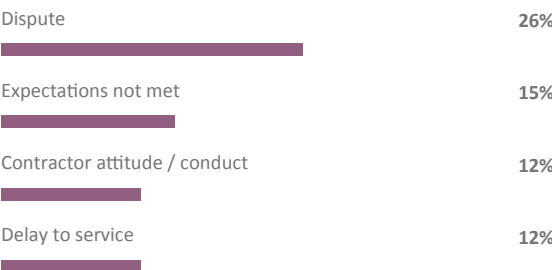
Overall, the top root causes of complaints were customer expectations not being met, delays to service and customers disputing the complaint outcome.

Below are the top root causes across teams:

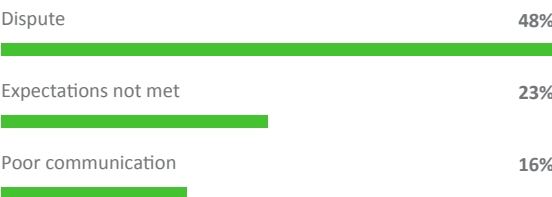
Repairs



Assets



Neighbourhood



25

Staff complaints
(12 upheld)

21

Contractor cases
(17 upheld)

Upheld complaints

Upheld complaints relating to staff conduct are shared with managers and the HR department, so individual conversations and any training and development can be undertaken.

Managers also feedback information about actions taken against staff that have a complaint made about their conduct.

This information is told to staff in conversations about their performance and objectives being added to their personal development plans. For **2025/26**, there were a total of **25 complaints** made against staff and/or involving staff, **12** of these complaints were upheld, (as we agreed with the customer), however in some cases, the reason the complaint was upheld was not because of staff conduct, but other issues. Actions taken from these complaints include staff coaching and training, and reviewing underlying procedures to ensure they are robust.

Upheld complaints against third party operatives are also formally documented and shared with the relevant contract managers, so that the suppliers can also investigate the conduct of their employees and take appropriate action.

For **2025/26**, there were a total of **21 complaints** that were initially logged for contractor quality of works or their conduct/attitude. **17 of these complaints** were upheld; although not all cases were a direct result of the contractor (e.g. in some cases, the root cause was a result of system or data issues which have been flagged internally for correction).

Complaint requests not accepted

The Trust recorded two cases during 2025/26 where the complaints were not accepted. In one instance the issues had already being addressed within the complaint response, and in another the complainant had exhausted the complaints process, and the matter had gone to court. We are required to inform the customer of the decision and the reasons for it, as well as providing the contact details of the Housing Ombudsman Service.



COMPLIMENTS

Recognising great customer service



212

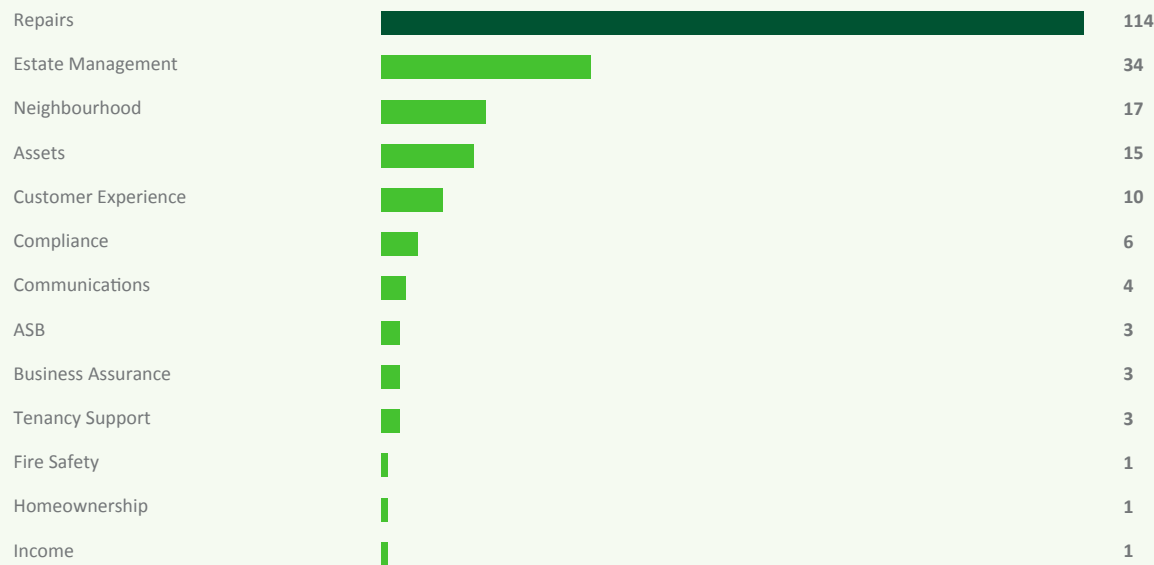
Compliments received from customers in 2025/2026

114

for the
Repairs Team

Out of **212 compliments** the Repairs Team received **114** which was the highest number in comparison to other teams.

Total by team





LESSONS LEARNT

What we have learnt

Complaint handlers are required to identify and record lessons learnt outcomes for each upheld complaint.

In **2025/26** of the upheld complaints, **74.5% recorded** a 'lessons learnt' outcome. This contrasts with **2024/25** where **93% of upheld complaints** had lessons learnt recorded.

In March 2026 a monthly lessons learnt meeting was instigated for managers to attend so lessons learnt are routinely captured by complaint handlers on our Housing Management System. Since then, we have seen an improvement in capturing lessons learnt with a completion rate of 96.3% on upheld complaints in April 2026. We are also using this monthly meeting to enable initiatives and successes to be shared across the organisation to improve service delivery.

In **2026/27**, our focus will be on improving service delivery and working with customers to meet realistic expectations around issues such as repairs timelines, reasonable adjustments and follow-up actions set out in complaints responses, or statutory obligations, including Awaab's Law.

Whilst using complaints lessons learnt and customer insight to drive service improvement, through a stronger focus on communication, responsiveness and consistency across our service delivery, we hope to improve customer satisfaction with the aim of increasing customer satisfaction and lowering complaint volumes.

Following implementation lessons learnt are publicised quarterly to customers on the Trust's website and can be accessed here:
peaksplains.org/lessonslearnt

74.5%
recorded a 'lessons
learnt' outcome

96.3%
Completion rate on
upheld complaints
(in April 2026)

Monthly
meetings established
to enable initiatives
to be shared across
the organisation



SERVICE IMPROVEMENTS

Making the process clearer

During Autumn 2025 a customer Scrutiny Panel reviewed the complaints process, looking at communications and timelines required for works and other actions to be completed following a customer complaint.

The review looked at the complaints process, policy and procedures, and communications. To identify recommendations that would help to improve customer experience and service delivery.

The recommendations included improving the complaints communications customer touchpoints whether it be via the complaints response letter and the complaints infographic (sent with the complaints response outlining the complaints process), by phone, or in person. Also that a customer is given a complaint reference number so it is clear whether a complaint has been made, and also told what stage the complaint is at.

The phased introduction of the 8x8 telephone system in November 2025 has assisted with complaint handling and staff training, as conversations with customers are recorded and transcripts made available. Also, the call back function will assist in reducing customer dissatisfaction over call waiting times.

Contact Preferences:

We're using your feedback to make sure your contact preferences are understood and respected, including by our contractors.

We're improving how preferences are recorded and shared and giving contractors clear guidance and training. We will monitor these changes and continue listening to your feedback to make sure the process works well.

Operational processes:

Following complaints about inaccurate initial repairs surveys and missed appointments, we have introduced a new approach where lead tradespeople carry out first assessments to ensure accurate job scoping.

We've also reviewed our approach to booking appointments, ensuring contractor availability is confirmed before commitments are made to customers.

Improved repairs during and after a Mutual Exchange:

Due to feedback, we've improved how repairs are managed during and after the Mutual Exchange process, ensuring a smoother, faster experience for everyone involved.

Contractor performance:

Where contractors performance has fallen short, particularly on specialist systems such as air source heat pumps, we have taken action. Customer complaints have helped shape the re-procurement of key contracts, with a stronger focus on using experienced providers with a strong first-time fix rate.

We've also...

- **Updated our van stock** to reduce the need for repeat visits.
- **Provided clearer guidance to our Customer Experience team** on contractor capabilities to prevent job logging errors.
- **Provided refresher training for staff** on follow-on work processes and appointment booking.

Your voice

Transactional Satisfaction Surveys (TSM): April 2025- March 2026

A satisfaction survey is issued with every complaint response to obtain feedback about how a complaint has been handled. The Trust has a low response rate for these and received **13** responses in **2025/26** which is a slight increase on the eight responses received in **2024/25**.

In response to the question, 'How satisfied were you with the way that your complaint was handled overall,' the responses were as follows:

61.54% were very disappointed

7.69% were dissatisfied

7.69% were satisfied

23.01% were very satisfied

For complaints not upheld (6 cases), **83%** (5 responses) were **very dissatisfied**, with **17%** (1 response) **satisfied**. This indicates people whose complaints were not upheld were more likely to be dissatisfied.

While the sample size is small, the feedback indicates that dissatisfaction is most likely to occur when complaints are not upheld, and that even where complaints are upheld, this does not consistently translate into positive customer perception.



6 responses
to complaints
not upheld

(April 2025 - March 2026)

VERY DISSATISFIED

83% (5 responses)

DISSATISFIED

17% (1 response)

Tenant Satisfaction Measures survey results

For 2025/26, Acuity has surveyed **1,086** customers of which **228** said they had made a complaint in the last **12 months** and of that, **73** were **satisfied** with how the complaint had been handled.

1,086

customers
surveyed

228

had made a
complaint in
the last month

73

were satisfied
with how it was
handled

We also ask customers who have said they made a complaint in the last **12 months** to verify what stage they understand their complaint got to. Out of the **228 responses**, **197 customers** said they either 'didn't know', 'other' or didn't give a response.

This issue has been highlighted in the recent Scrutiny panel about the complaints process. One of the recommendations was to provide a complainant with a complaint reference number (which is generated when a complaint is logged on our Housing Management System), so that they can use this to track their complaint throughout the complaints process.

Unacceptable behaviour

We aim to resolve all complaints fairly and respond to our customers concerns, but the Trust must also protect staff and maintain a safe workplace. In some cases, complainants may act unacceptably, for example through abuse, aggression, or unreasonable demands. In these instances, the Fairness and Respect Policy (formerly the Unacceptable Behaviour Policy) outlines how the Trust will manage instances of unacceptable behaviour directed at staff or other individuals associated with the Trust.

It aligns with the Trust's commitment to providing a safe and respectful working environment for all employees, while ensuring fair and proportionate responses to incidents. This policy also ensures compliance with relevant legal and regulatory frameworks.



Our work with the Housing Ombudsman Service

During 2025/26, the Trust received five determinations from the Housing Ombudsman Service.

Within these determinations there were nine outcomes. **Four of these outcomes were classed as maladministration**, including two severe maladministration findings, within one complaint and two service failures within another. And there were five findings of no maladministration. The finding of severe maladministration has been formally challenged by the Trust and remains under review; the details of this case can be found in (case 1) on page 17.

All maladministration determinations are presented in a report to the Trust's Executive Management Team, the Board and the customer Challenge Group, outlining the determination and lessons learnt to monitor that the orders and any recommendations are completed.



Case study 1

Complaint details

The complaint is about the Trusts response to the customers reports of various repair issues including leaks, damp and mould.

The Housing Ombudsman Service has also considered the Trusts complaint handling for other customers.

Determination

The Housing Ombudsman Service determined that there was severe maladministration in respect of the following:

- Response to the customers reports of various repair issues including leaks, damp and mould.
- Complaint handling.

Although the Trust had previously offered compensation of **£440 to the customer**, the Housing Ombudsman Service ordered an additional compensation award of **£4,170 to be paid**. It also ordered amongst other things that the Trust review its policies and practice around damp and mould and complaint handling. The determination is currently under review, but despite this due to the seriousness of the case, the Trust has completed all actions and orders given and implemented the learnings from the case.

Areas identified for improvement

- 1 The approach to managing 'no access' situations, i.e. where an operative cannot complete a visit, requires further consideration to ensure consistency and minimise delays.
- 2 Communication processes need to be strengthened, particularly in identifying and responding to potential complaints at an early stage. We will continue to roll out training for staff to identify when to log a service request or a complaint, with an expectation that this will increase the volume of service requests and complaints being reported.
- 3 Review our approach to how we review and acknowledge vulnerabilities as part of complaint handling.

Learning already embedded

- A dedicated internal Damp, Mould and Condensation (DMC) Team has been established to inspect, record, and formalise processes, supporting improved oversight and assurance.
- A specialist team is in place to manage complex cases, helping the Trust to respond more effectively to challenges and to improve outcomes for both the organisation and its customers.

Compensation

Additional ordered compensation

£4,170

Previously offered compensation

£440



HOS landlord performance report

The Housing Ombudsman Service Landlord Performance Report was published in September 2026. The report provides details of complaints handled by the Trust and other organisations.

The Trust received nine findings across five complaint determinations. **Four findings were classed** as maladministration, including two severe maladministration findings, within one complaint and two service failures within another, giving an overall maladministration rate of 44%. **Five findings recorded** no maladministration.

The Trust’s landlord report for 2025/26 showed a maladministration rate of **44% compared with 60% for landlords of a similar size and 62% for housing associations nationally.**

Housing Ombudsman Service Annual Complaints Review

The Housing Ombudsman Service publishes its Annual Complaints Review to provide an overview of the complaints handled in the housing sector each year to promote accountability and transparency.

By publishing data on complaints, the service promotes transparency in how issues are handled by housing providers. It holds them accountable for services and standards and encourages commitment to addressing customers’ concerns.

Performance at-a-glance



Determinations

5



Findings

9



Maladministration findings

4



Orders made

10



Maladministration rate

44%



Recommendations

1

The Trust has used insights gained from Housing Ombudsman Service spotlight reports and complaints determinations, raising awareness and benchmark service improvements across teams.

Following publication of the Knowledge and Information Management (KIM) Spotlight Report in 2023, the Trust undertook a comprehensive self-assessment aligned to the report's expectations. This compliments the Trust's established annual KIM assessment, providing strengthened assurance that robust data governance arrangements are in place. Outputs from these assessments are subject to regular review by the Senior Leadership Team and the Governance Committee, and have also been utilised as supporting evidence in Housing Ombudsman Service case submissions, demonstrating the Trust's application of good practice.

Improvements include:

Vulnerability

System flags identify needs

Damp & mould

A dedicated team monitors cases

Aftercare

Support received after work is completed

The review has driven several targeted improvements to operational practice. This includes enhancing how customer vulnerability information is captured and made visible to colleagues through system-based 'red flags' on our Housing Management System, enabling staff to consistently identify needs and make appropriate reasonable adjustments when engaging with customers.

Following completion of reviews against the Housing Ombudsman Service Damp and Mould Spotlight Reports (October 2021 and February 2023), the Trust built on an initial review undertaken at the time of the first report's publication. This has informed a full service review and self-assessment, resulting in the establishment of a dedicated team to identify, monitor and respond to damp and mould cases, with a clear focus on customer health and vulnerability.

Further improvements, which were already in progress, have been strengthened following learning from a severe maladministration case, including damp and mould post-treatment support to ensure customers are supported after works is completed.

In addition, learning from complaints has strengthened the application of customer contact preferences, particularly in contractor interactions, through improved system use, onboarding checks and ensuring contractors have access to accurate customer information.

Learning into action

- 1 Recognising individual needs through better information, clearer communication and appropriate support.
- 2 Dedicated damp and mould team. Monitoring and responding to cases, with customer health at the centre.



Equality, Diversity and Inclusion

Gender

Averaging across the year female customers made around 60% of complaints, similar to 2024/2025.



Age

These age groups had the highest average shares of complaints among customers identifying as male or female:



Ethnicity



Q1 - Q3 customer complainant demographics, as of November 2025, which is reflective of the local population.

In Spring 2026, a new Scrutiny Panel began a review of Reasonable Adjustments for vulnerable customers. This was an opportunity to improve accessibility for vulnerable customers, particularly in relation to gaining access to the Trust’s website.

To further support customers with physical and learning disabilities, to increase the reach and diversity of our customer engagement.



The Board, legal & regulatory

Amanda Newton was appointed as the new Board Member Responsible for Complaints (MRC) in June 2026, after the previous MRC Alison Hadden, stepped down following serving her full term.

The Board receives the annual complaints report, the Annual Self-Assessment against the Housing Ombudsman Complaint Handling Code, and reports relating to any findings of maladministration. In addition, Key Performance indicators (KPIs) are reported bi-monthly, alongside quarterly Tenant Satisfaction Measures (TSMs), ensuring the Board maintains an active involvement and overview of the Trust's performance, and any areas of concern.

Under the Transparency, Influence and Accountability Consumer Standards, there is the requirement that the Trust takes account of customer views, providing information in accessible ways. This enables customers to hold them to account and influence decision making over services, and to facilitate effective customer engagement.

The Trust must also complete and publish an Annual Self-Assessment showing how it has met the standards set out in the Housing Ombudsman Service Complaints Handling Code. This information was approved by the Board, by the Trust's Executive Management Team, and the Customer Challenge Group.

The Annual Self-Assessment is available online at <https://peaksplains.org/complaints2025>

The Trust's Complaints Policy is aligned with relevant statutory legal obligations, including the Equality Act 2010 and the Social Housing (Regulation) Act 2023, ensuring that services and complaint handling are inclusive, fair and non-discriminatory.

The Complaints Policy and the Compensation Policy are due to be reviewed by March 2027, as part of a three-year review cycle. The Complaints Policy was recently reviewed by the customer Scrutiny Panel, to ensure customer oversight and input.

An Audit of the complaints function by auditors RSM occurred in May 2026, with a result of reasonable assurance as there were low risks observed. The results were reported to the Executive Team, the Board and the Audit Committee. The last internal audit of complaints was undertaken in 2023.

Value for money (VFM)

The Trust must report annually against prescribed VFM measures meant to enhance transparency and accountability across the sector, and to help improve performance.

To develop a robust complaints handling culture, staff are trained to process complaints effectively and act on lessons learnt to improve the customer experience, reduce dissatisfaction and costs, to help the Trust achieve its strategic objectives.

The Assistant Director of Governance and Assurance is currently undertaking a comprehensive service review of the Trust's complaints handling arrangements, with a particular focus on organisational structures and delivery models.

This review is being informed by sector best practice, including the Housing Quality Network (HQN) report published in January 2027 on complaint handling structures.

The outcome of this review will support the Trust in ensuring that its complaints function is appropriately resourced, efficient and aligned to regulatory expectations, while also driving improved customer outcomes and enhanced value for money. Opportunities to streamline processes, strengthen accountability and optimise service delivery will be identified as part of this work.



COMPLAINTS PROCESS

At-a-glance guide

When something goes wrong with our service - we want to know.



Service request

- If you're telling us about a problem for the first time, we'll treat it as a service request - not a complaint.
- We'll log it, keep track of it, and aim to sort it out within 3 working days.
- If we are unable to resolve this within 3 working days, we will let you know and raise a complaint as necessary.

A two-stage process

01 Investigation (Stage 1)

Your complaint will be logged by our Complaints Team and investigated by the Manager /or Complaint Handler from the appropriate department.

- **We will record your complaint** within **5 working days** of receiving it, and assign a manager or appropriate person to investigate your case.
- **The Investigator will contact you** within **3 working days** of the acknowledgement letter.
- **If there is a problem** with your home, we will ask to visit you to see the problem.
- **You will receive a full written response** to your complaint within **10 working days** of us sending you the acknowledgement letter. If we need longer - we will let you know.

02 Review (Stage 2)

- If you aren't happy with our response, you can ask for a review within **28 working days** of receiving the Stage 1 letter.
- **If you feel comfortable**, let us know why you are unhappy with the response to your complaint.
- **A senior manager** or appropriate person will reinvestigate your complaint.
- **We may ask to meet** with you to better understand your concerns.
- **The senior manager** or appropriate person will respond within **20 working days**, writing to you to outline our decision and any actions that we'll take.
- **If we need any longer** to do this, we will let you know.



What to expect when you submit a complaint

- You do not need to say 'complaint' for a complaint to be raised, you only need to show dissatisfaction.
- Your acknowledgement letter will include the name of the person doing your complaint at both the Investigation (Stage 1) and at Review (Stage 2). The complaint handlers name may be subject to change, if so, we will update you as soon as possible.
- Your complaint stage will be shown in your acknowledgement and response letters.
- You should get a reference number when your complaint is logged.
- You can also ask staff for this number.

If you have a concern about your home or are unhappy with our service, please get in touch using the details below. We'll listen, take your concerns seriously and work with you to put things right.

You can also contact the Housing Ombudsman Service for independent advice and support.

Housing Ombudsman Service

0300 111 3000
housing-ombudsman.org.uk



trust@peaksplains.org



0800 0121 311



www.peaksplains.org



PEAKS & PLAINS
Housing Trust



trust@peaksplains.org



0800 0121 311



www.peaksplains.org